

VIRGINIA Relay Service

August, 2002

Commendations

TTY August 1, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY August 2, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY August 5, 2002

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

TTY August 5, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY August 6, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY August 8, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY August 10, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice August 14, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY August 14, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY August 15, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY August 15, 2002

The customer commended the CA for typing background noise.

Category: CA/OPR Related

TTY August 16, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY August 19, 2002

The customer commended the CA for not interrupting him/her.

Category: CA/OPR Related

Voice August 21, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY August 22, 2002

The customer commended the CA for being polite.

Category: CA/OPR Related

TTY August 26, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY August 26, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice August 27, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice August 28, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY August 30, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice August 31, 2002

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

Complaints

Voice August 1, 2002

The customer complained the CA was rude and hung up on him/her.

Category: CA Hung up on me

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized to the customer, and explained the CA had technical problems.

Contact Closed: August 1, 2002

TTY August 3, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: August 3, 2002

TTY August 5, 2002

The customer complained the CA's typing was too fast, and the CA did not wait for him to respond to his answering machine.

Category: Typing Skill/Speed

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized to the customer, and set up a Relay Choice Profile for Baudot to slow down the transmission speed.

Contact Closed: August 6, 2002

Voice August 5, 2002

The customer complained she dialed 711 three times and received no answer from the relay service.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: August 5, 2002

TTY August 11, 2002

The customer complained the CA had hung up on him/her.

Category: CA Hung up on me

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized to the customer, and assisted her with the call.

Contact Closed: August 11, 2002

TTY August 16, 2002

The customer complained that the CA did not keep her informed on the progress of her call, and there were long pauses during the conversation.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: August 16, 2002

Voice August 27, 2002

The customer complained the CA was rude.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized to the customer and advised we would investigate the complaint.

Contact Closed: August 27, 2002

TTY August 30, 2002

The customer complained she had problems reaching the relay service by dialing 711.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Thanked the customer for reporting the problem.

Contact Closed: August 30, 2002

Inquiries/Comments

Voice August 1, 2002

The caller had questions about relay for an individual with speech loss.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and HCO. Referred the caller to the Virginia Department for the Deaf and Hard of Hearing and a product distributor.

Contact Closed: August 1, 2002

TTY August 1, 2002

The Hearing-Carry-Over customer asked the CA to repeat his typed message back to him several times before dialing to leave the message.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Complied with the request, and the customer disconnected.

Contact Closed: August 1, 2002

Voice August 9, 2002

The caller wanted to verify the information she had on Speech-to-Speech relay.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Provided the caller with the information she requested.

Contact Closed: August 12, 2002

Voice August 12, 2002

The caller requested information on where she could get an amplified handset for her mother's telephone.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to a product distributor and the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: August 14, 2002

TTY August 15, 2002

The customer wanted to update his/her profile.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Updated the customer's profile.

Contact Closed: August 16, 2002

TTY August 16, 2002

The caller requested information on discounts for TTY and relay users.

Category: Billing/Rate

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Referred the customer to AT&T Accessible Needs.

Contact Closed: August 19, 2002

Voice August 20, 2002

The caller had questions about services for someone with a speech loss.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained HCO and relay. Also, explained Speech-to-Speech relay and referred the caller to the Virginia Department of the Deaf and Hard of Hearing.

Contact Closed: August 20, 2002

Voice August 22, 2002

The caller wanted to verify the numbers he had for Virginia Relay.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Provided the caller with the numbers for Virginia Relay, the Virginia Department of the Deaf and Hard of Hearing, and Relay Customer Service.

Contact Closed: August 22, 2002

Voice August 22, 2002

The caller needed a TTY for a nursing home.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing and a product distributor.

Contact Closed: August 27, 2002

Voice August 23, 2002

The customer wondered why someone was calling her and leaving the Virginia Relay number as a reach number.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and offered to implement a relay block, but the customer declined. Referred the customer to her LEC for assistance.

Contact Closed: August 24, 2002

Voice August 23, 2002

The caller wanted to set up a Relay Choice Profile for her grandmother.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a profile for the caller's grandmother.

Contact Closed: August 26, 2002

TTY August 27, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: August 27, 2002

Voice August 29, 2002

The caller asked if she could use a CA to testify in court concerning a client's harassing relay call.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Advised the caller due to confidentiality no information is available concerning relay conversations. Referred her to her local law enforcement.

Contact Closed: August 29, 2002

VIRGINIA RELAY SERVICE
Customer Contact Report
(September, 2002)

I. Commendations	Voice	TTY	Total
CA/OPR Related	2	11	13
Relay/OSD Related			
Other			
Total Commendations	2	11	13
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner	1	1	2
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)		1	1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words		1	1
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints	1	3	4
III. Inquiries/Comments	Voice	TTY	Total
General Information	2		2
Outreach/Marketing	1	1	2
Explain Relay	4		4
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate	1		1
Computer Settings			
Technical Related	1	2	3
Other	5	2	7
Total Inquiries/Comments	15	5	20
Grand Total	18	19	37

VIRGINIA Relay Service

September, 2002

Commendations

TTY September 2, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY September 2, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY September 3, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY September 7, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice September 7, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY September 9, 2002

The customer commended the CA for being helpful and efficient.

Category: CA/OPR Related

Voice September 11, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY September 11, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY September 16, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY September 20, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY September 20, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY September 27, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY September 30, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Complaints

Voice September 1, 2002

The customer complained the CA was rude.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: September 1, 2002

TTY September 10, 2002

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Attempted to contact the customer, but was unsuccessful at reaching him.

Contact Closed: September 10, 2002

TTY September 23, 2002

The customer complained he/she heard the CA talking to others about a relay conversation.

Category: Attitude and Manner

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Documented the information and reported it to the CA's manager for review.

Contact Closed: September 24, 2002

TTY September 30, 2002

The customer complained about receiving garbling on his relay calls.

Category: Garbled Words

Escalation: Received by the Account Manager and handled by the same.

Resolution: Apologized for the inconvenience, and asked the customer to provide more information so we can check into his complaint.

Contact Closed: October 7, 2002

Inquiries/Comments

Voice September 2, 2002

The caller requested a toll restriction be placed on the line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested, and advised the caller it had been done.
Contact Closed: September 3, 2002

Voice September 3, 2002

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and VCO. Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: September 4, 2002

TTY September 5, 2002

The customer asked why relay calls him/her back after hanging up.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained to the customer it was a technical problem, and it should be corrected soon.

Contact Closed: September 5, 2002

TTY September 7, 2002

The customer wanted to set up a Relay Choice Profile on her friend's line to allow the generic 800 number show on her Caller ID when using relay.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up the profile for the customer.

Contact Closed: September 7, 2002

TTY September 7, 2002

The customer asked why she receives garbling on her relay calls.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: September 7, 2002

Voice September 8, 2002

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: September 11, 2002

Voice September 9, 2002

The caller asked why she received charges on her phone bill when there is a restriction on her line.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the caller that there was not a restriction on her line through relay.

Contact Closed: September 9, 2002

Voice September 10, 2002

The caller is receiving harassing relay calls on his business phone.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the caller we cannot block a business number, and referred him to his local law enforcement.

Contact Closed: September 10, 2002

Voice September 10, 2002

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: When contacting the customer, he stated someone had already provided him with information on a TTY product distributor.

Contact Closed: September 11, 2002

Voice September 11, 2002

The customer asked why he was billed by AT&T when MCI is his carrier of choice.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained to the customer there was a technical problem with the platform, and referred him to the billing department.

Contact Closed: September 11, 2002

Voice September 13, 2002

The customer asked how to place a relay call.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained 711 relay, and referred the customer to the Virginia Department for the Deaf and hard of Hearing.

Contact Closed: September 14, 2002

Voice September 16, 2002

The customer requested relay brochures.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Sent brochures to the customer.

Contact Closed: September 17, 2002

Voice September 17, 2002

The caller wanted to know how to publish the Virginia Relay numbers on her company's literature.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer they should be listed as numbers to reach the Virginia Relay Service.

Contact Closed: September 17, 2002

Voice September 17, 2002

The customer had questions about relay and where to obtain a TDD/TTY.

Category: Explain Relay

Escalation: Received by the Relay Website and handled by the National Customer Care Center.
Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.
Contact Closed: September 19, 2002

TTY September 17, 2002

The customer requested relay brochures.

Category: Outreach/Marketing

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Sent the brochures to the customer.

Contact Closed: September 27, 2002

Voice September 19, 2002

The customer wanted to know where to get software for an internal relay service.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the customer to AT&T Relay Technical Support for further assistance.

Contact Closed: September 28, 2002

Voice September 21, 2002

The caller does not want any relay calls placed to his/her number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: September 23, 2002

Voice September 22, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: September 25, 2002

Voice September 23, 2002

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained Hearing Carry Over relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: September 23, 2002

TTY September 26, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Entered the profile for the customer.

Contact Closed: September 27, 2002

VIRGINIA RELAY SERVICE
Customer Contact Report
(October, 2002)

I. Commendations	Voice	TTY	Total
CA/OPR Related	3	4	7
Relay/OSD Related			
Other			
Total Commendations	3	4	7
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner		1	1
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time		1	1
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints		2	2
III. Inquiries/Comments	Voice	TTY	Total
General Information	3	6	9
Outreach/Marketing			
Explain Relay	3		3
TTY Distrib/Purchase			
LEC Service	1	1	2
Billing/Rate	2	1	3
Computer Settings			
Technical Related	2		2
Other	1	6	7
Total Inquiries/Comments	12	14	26
Grand Total	15	20	35

VIRGINIA Relay Service

October, 2002

Commendations

Voice October 1, 2002

The customer commended the CA for being helpful.

Category: CA/OPR Related

TTY October 2, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY October 3, 2002

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

Voice October 8, 2002

The customer commended the CA for speaking clearly.

Category: CA/OPR Related

TTY October 10, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice October 23, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY October 23, 2002

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Complaints

TTY October 16, 2002

The customer complained the CA was rude and provided a wrong number from directory.

Category: Attitude and Manner

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized, assured the customer the CA's manager would follow up accordingly, and requested credit for the directory call.

Contact Closed: October 16, 2002

TTY October 21, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience.

Contact Closed: October 21, 2002

Inquiries/Comments

Voice October 1, 2002

The customer wondered why he was billed long distance for local phone calls through relay. His profiled carrier of choice is MCI.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Confirmed that the calls were in fact local, and referred the customer to MCI for additional investigation.

Contact Closed: October 15, 2002

TTY October 1, 2002

The caller wondered if her relay calls could be billed by another carrier.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that she could select another carrier to bill her relay calls.

Contact Closed: October 4, 2002

Voice October 2, 2002

The customer questioned how relay calls are billed.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained there is no extra charge to use the relay, and normal charges apply for long distance or toll calls.

Contact Closed: October 2, 2002

Voice October 2, 2002

The caller wondered why she was not able to reach relay by dialing 711. She was trying to make a call from her office.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Told the customer a report would be filed about her problem.

Contact Closed: October 4, 2002

Voice October 2, 2002

The customer needed assistance setting up a TTY.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Gave the customer general instructions, and referred her to the TTY manufacturer and the Virginia Department of the Deaf and Hard of Hearing.

Contact Closed: October 2, 2002

Voice October 3, 2002

The customer reported a problem when dialing a local phone number that was answered by Virginia Relay.

Category: LEC Service

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Checked the local phone number, and it was answered by a residence. Attempted to explain this to the customer, but he/she hung up.

Contact Closed: October 5, 2002

Voice October 4, 2002

The caller was assisting her son in getting his business line set up for relay calls.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: October 5, 2002

TTY October 7, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: October 7, 2002

TTY October 8, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: October 8, 2002

TTY October 8, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: October 8, 2002

TTY October 8, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: October 11, 2002

TTY October 9, 2002

The customer wondered how she can identify relay calls on her Caller ID.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Explained that relay now transmits true Caller ID. Also explained that callers can have a profile set up to transmit a generic relay number.

Contact Closed: October 9, 2002

TTY October 10, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: October 14, 2002

Voice October 10, 2002

The customer wondered why she was not able to reach relay from her office when dialing 711.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Explained that her office may not be set up for 3-digit 711 dialing.

Contact Closed: October 11, 2002

TTY October 13, 2002

The customer reported that his Relay Choice Profile is not showing up when he dials into relay.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that the profile he entered will only appear on the specific number he entered it on.

Contact Closed: October 14, 2002

TTY October 13, 2002

The caller had questions about setting up a Relay Choice Profile.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Referred the caller to Relay Customer Service.

Contact Closed: October 14, 2002

Voice October 14, 2002

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the National Customer Care Center and handled by the National Customer Care Center.

Resolution: Explained relay and HCO, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: October 14, 2002

TTY October 14, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: October 15, 2002

TTY October 15, 2002

The caller wondered why her auto VCO was not showing when she called into relay, and why the CA asks her what number she is calling from.

Category: LEC Service

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that we do show a profile on her number, and referred the caller to her LEC for assistance.

Contact Closed: October 16, 2002

Voice October 18, 2002

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and HCO, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing and relay website.

Contact Closed: October 18, 2002

Voice October 21, 2002

The caller wondered how a TTY user would know if he/she had voicemail messages.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that the TTY user would need to check his/her voicemail, or set up a phone with a voicemail indicator light.

Contact Closed: October 22, 2002

TTY October 21, 2002

The caller wondered why her phone number is showing up on Caller ID units when she places relay calls.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that we now have true Caller ID, and set up a profile for a generic relay number to transmit on her relay calls.

Contact Closed: October 22, 2002

TTY October 21, 2002

The customer inquired if Voice Carry Over relay can be used with AT&T Broadband.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Attempted to reach the customer several times but was unable to.

Contact Closed: November 3, 2002

Voice October 24, 2002

The caller wanted to make changes to her Relay Choice Profile, but could not remember her password.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer

Care Center.

Resolution: Provided the caller with the information she needed to make changes.

Contact Closed: October 25, 2002

Voice October 25, 2002

The caller wanted a list of relay abbreviations sent to her office to share with employees.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Faxed the caller a list of typical abbreviations encountered during relay calls.

Contact Closed: October 27, 2002

TTY October 25, 2002

The customer uses VCO and wondered if she would be able to use a companies designated TTY line.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained that a TTY only line may not be answered by a live person. If she is not able to type using her phone, she may not get any response.

Contact Closed: October 25, 2002

VIRGINIA RELAY SERVICE
Customer Contact Report
(November, 2002)

I. Commendations	Voice	TTY	Total
CA/OPR Related	4	6	10
Relay/OSD Related		2	2
Other			
Total Commendations	4	8	12
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner	2		2
Typing Skill/Speed	1		1
English Grammer			
CA Hung up on me		1	1
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related		1	1
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints	3	2	5
III. Inquiries/Comments	Voice	TTY	Total
General Information	4	2	6
Outreach/Marketing	2		2
Explain Relay	1		1
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate		1	1
Computer Settings			
Technical Related	1		1
Other	1	4	5
Total Inquiries/Comments	10	7	17
Grand Total	17	17	34

VIRGINIA Relay Service

November, 2002

Commendations

TTY November 4, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY November 6, 2002

The customer commended the CA for being helpful.

Category: CA/OPR Related

Voice November 7, 2002

The customer commended the CA for being polite.

Category: CA/OPR Related

Voice November 9, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY November 9, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY November 14, 2002

The customer commended the Virginia Relay Center for doing a good job.

Category: Relay/OSD Related

TTY November 14, 2002

The customer commended the Virginia Relay Center for doing a good job.

Category: Relay/OSD Related

Voice November 14, 2002

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY November 14, 2002

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY November 24, 2002

The customer commended the CA for being helpful.

Category: CA/OPR Related

TTY November 27, 2002

The customer commended the CA for being polite.

Category: CA/OPR Related

Voice November 28, 2002

The customer commended the CA on her tone of voice.

Category: CA/OPR Related

Complaints

Voice November 8, 2002

The customer complained that the CA typed too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: November 20, 2002

Voice November 20, 2002

The customer complained the CA was rude.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 20, 2002

TTY November 22, 2002

The customer complained that CA misspelled many words during a call, then hung up after the call ended.

Category: CA Hung up on me

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 22, 2002

Voice November 23, 2002

The customer complained the CA had not relayed the call verbatim.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 25, 2002

TTY November 26, 2002

The customer complained that CAs do not prompt voice callers to leave a message on his TTY answering machine.

Category: Methods Related

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Made several attempts to reach the customer. Left TTY messages at his number with the Relay Customer Service reach information.

Contact Closed: December 3, 2002

Inquiries/Comments

Voice November 1, 2002

The caller requested information on amplifiers.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: November 1, 2002

Voice November 1, 2002

The customer asked how she should publish her company's TTY number.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and made suggestions on how the TTY number should appear on her company's information.

Contact Closed: November 8, 2002

TTY November 1, 2002

The customer had questions concerning the billing of relay calls.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Referred the customer to AT&T Accessible Needs for calling plan and rate information.

Contact Closed: November 5, 2002

TTY November 5, 2002

The customer requested information on Relay Choice Profiles.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer how a Relay Choice Profile works.

Contact Closed: November 7, 2002

TTY November 8, 2002

The customer asked how other people could contact her without dialing relay first.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Requested more information from the customer.

Contact Closed: November 11, 2002

Voice November 10, 2002

The customer asked if a Relay Choice Profile form was available to print from the web.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Emailed an up-to-date profile form to the customer.

Contact Closed: November 11, 2002

TTY November 14, 2002

The customer submitted a blank feedback form from the Relay Website.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Invited the customer to resubmit another feedback form.

Contact Closed: November 15, 2002

TTY November 15, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile for the customer.

Contact Closed: November 20, 2002

TTY November 17, 2002

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: November 18, 2002

Voice November 18, 2002

The customer could not get Voice Carry Over to work with her new phone.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Advised the customer to disconnect any unneeded items from the phone.

Contact Closed: November 19, 2002

Voice November 19, 2002

The customer submitted a blank feedback from the Relay Website.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Invited the customer to contact Relay Customer Service again if needed.

Contact Closed: November 20, 2002

TTY November 19, 2002

The customer submitted a question via the Relay website, but the information she needed was not clear.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Invited the customer to respond back with more information.

Contact Closed: November 20, 2002

Voice November 25, 2002

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: November 25, 2002

Voice November 27, 2002

The customer wondered why she receives calls where no one seems to be on the line.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained that the calls may be from telemarketers or persons not using relay to call her.

Contact Closed: November 27, 2002

Voice November 29, 2002

The caller needed an interpreter for her daughter's doctor appointment.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: November 29, 2002

Voice November 29, 2002

The caller was interested in a website where she could get information on interpreting services.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: November 29, 2002

Voice November 30, 2002

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay.

Contact Closed: December 3, 2002